

Requirement 1

COMMUNITY INFORMATION PROFILE, NEEDS ASSESSMENT AND GOAL-SETTING

1. COMMUNITY PROFILE

The Community Information Profile is updated every two years. For 2008-09, CAP San Diego utilized public hearings, and needs assessment tools developed with the assistance of community members, provider agencies and the San Diego State University Institute of Public Health. In addition, CAP utilized Health and Human Services Agency demographic reports as well as the 2000 U.S. Census and San Diego Association of Governments (SANDAG) data to develop the Community Profile.

THE REGION – SAN DIEGO COUNTY DESCRIPTORS

A. GEOGRAPHY AND CHARACTERISTICS

San Diego County has more than three million residents and it is the third largest county in California. As of January 1, 2005, the San Diego region was home to 3,051,280 residents. However, San Diego County has not grown as rapidly as other counties in the state. Our average annual growth rate over the last year, 1.3 percent, ranked as the 24th fastest county growth rate in the state averaging an annual growth rate of 1.6 percent. The County is bound by the Pacific Ocean to the west, Orange and Riverside Counties to the north, and Imperial County to the east. Its southern border is the international border with Mexico.

The international border has both positive and negative impacts on San Diego County. The proximity of Mexico to San Diego is an additional tourist attraction and Mexican citizens spend substantial dollars in San Diego County. At the same time, the border also contributes to crime, health care costs, and heightened international security concerns.

San Diego County includes 18 incorporated cities, seventeen (17) Indian reservations and seven military bases. San Diego has the largest number of Indian reservations in the nation with Native Americans living both on and off their reservations, with many residing in urban areas. Military installations include homeports for aircraft carriers, surface ships, US Navy ships (military sea life command ships), submarines and coastal patrol boats for the US Navy SEALs (Sea Air Land Special forces). In addition, the US Marine Corps' largest installation, Camp Pendleton, is located in San Diego County. There are 95,000 uniformed military personnel assigned to a variety of commands and units in the San Diego area. Their dependents and families make the total military population in the county in the neighborhood of 175,000. Since the beginning of the Iraq conflict, many of these personnel have been deployed for combat. Many in the military reserves have also been called to active duty. These deployments result in a significant loss of revenue for San Diego. Many of the families of the deployed personnel remain in San Diego and are require social service assistance, including services provided by the Community Action Partnership.

B. POVERTY

According to the Center on Policy Initiatives, the poverty rate in San Diego County in 2005 was at 11%. There are 309,618 people in San Diego County living below the federal poverty level. Out of the total number of people living in poverty, 118,335 are children below eighteen (18) years. Of those that are over 18 years, 92,269 have worked either full-time or part-time. These working poor represent 48% of adults living in poverty. The population, which is currently a little over 3.0 million, has steadily increased from 2.5 million in the 1990 census, and 1.8 million in the 1980 census. The largest municipality, the City of San Diego, is the second most populous city in the State of California and the seventh in the United States.

The San Diego Regional Task Force on the Homeless estimates that 9,667 homeless persons live in San Diego County, of which 2,439 are urban homeless. Approximately, 1,753 are homeless CalWORKs families and 831 are homeless families with children and approximately.

C. ETHNICITY

The Poverty rate in San Diego County differs by race. While poverty rates since 2000 declined for non-Hispanic White, Asian and Hispanics, it increased by nearly 3% among African Americans. The Region's total population grew 8.4 percent between 2000 and 2005. During this same period, populations classified as *Hispanic* and *non-Hispanic Asian* and *All Other Groups* grew at a faster rate than the region as a whole. The Hispanic population grew by the largest amount in percent and numeric terms by over 129,000 (17.2%) people to a total of 880,030 in 2005. SANDAG forecasts that Hispanics will account for 59 percent of the population growth between 1999 and 2020.

The ethnic breakdown for San Diego County is presented in the chart below.

RACE	% OF POPULATION IN 2006
White	51%
Hispanic or Latino	29%
African American	5%
American Indian and Alaska Native	4.7%
Asian and Pacific Islander	10%
Other	.03%

Source: SANDAG 2006

D. HOUSEHOLD SIZE

The average household in San Diego County is presently 2.77 persons per household. 21.80% of people are married with children, 8.30% single parents.

E. EDUCATION

Overall, San Diego County has a higher percentage (82.6%) of high school graduates than California as a whole (76.8%). Yet the rate of high school graduation varies greatly by community. For example, National City has the lowest percentage (57.2%) of high school graduates while Del Mar has the highest percentage (97.7%).

F. INCOME DISTRIBUTION

The median household income in San Diego County in 2005 was \$64,737 (not adjusted for inflation). When adjusted for inflation (1999 dollars) the median household income was \$50,710. Summary information regarding the median income in the County is shown on the individual maps attached for each region. The maps in the attached appendices provide information by income range for each of the six Health and Human Services Agency geographic service regions.

The middle class is shrinking and an hourglass economy is growing more distinct. A shift in income distribution is swelling the size of the San Diego working class to 44.41% while the middle class has now shrunk to less than one-fifth (18.90%) of the households in San Diego County. The upper class (over \$75K) has grown to 36.69%. The most recent overall income data for the San Diego area is summarized below:

HOUSEHOLD INCOME

	April 2000 (Census)	January 2006		2000 to 2006 Change	
				Numeric	Percent
Less Than \$15,000	124,337	119,633		-4,704	-3.8%
\$15,000 to \$29,999	179,090	179,307		217	0.1%
\$30,000 to \$44,999	172,183	178,741		6,558	3.8%
\$45,000 to \$59,999	138,080	147,741		9,661	7.0%
\$60,000 to \$74,999	109,865	120,676		10,811	9.8%
\$75,000 to \$99,999	114,723	130,253		15,530	13.5%
\$100,000 to \$124,999	65,555	77,032		11,677	17.9%
\$125,000 to \$149,999	32,472	40,224		7,752	23.9
\$150,000 to \$199,999	29,090	37,646		8,556	29.4%
\$200,000 or more	29,482	36,593		7,111	24.1%
Total Households	994,677	1,067,846		73,169	7.4%

G. EMPLOYMENT BY INDUSTRY SECTOR

The following table shows the San Diego County Employment by Industry Sector. The majority of the entry-level jobs accessible to job seekers with minimal job experience or job training are in the low paying Retail Trade and Services Industries. The table below reflects a loss of jobs in manufacturing, construction and hospitality industries the very jobs which low-income individuals are currently being prepared for, thus requiring a shift in training and job placement strategies.

Industry	Oct 2006	Nov 2006	Change	Oct 2005	Nov. 2006	change
Total jobs	1,317,100	1,321,500	4,400	1,320,800	1,321,500	13,500
• Farm Jobs	10,300	10,100	(200)	10,500	10,100	(400)
• Non-Farm Jobs	1,306,800	1,311,400	4,600	1,297,500	1,311,400	13,900
--Natural Res.& Mining	400	400	0	500	400	(100)
-Construction	92,000	91,000	(1000)	94,100	91,000	(3,100)
-Manufacturing	103,300	103,000	(300)	103,400	103,000	(400)
--Trade, transport. & Utilities	223,200	227,400	4,200	224,900	227,400	2,500
--Information	36,800	37,000	200	37,100	37,000	(100)
--Financial Activity	83,800	82,800	(1000)	83,800	82,800	(1,000)
--Professional and business services	215,500	216,400	900	211,300	216,400	5,100
--Educational & Health Services	126,300	126,700	400	124,700	126,700	2000
--Leisure and Hospitality	157,200	155,900	(1,300)	152,200	155,900	3,700
--Other Services	50,700	50,600	(100)	48,300	50,600	2,3000
--Government	217,600	220,200	2,600	217,200	220,200	3,000

Source: EDD, Labor Market Information Division, Current Employment Statistics (CES) Program.

H. UNEMPLOYMENT RATE

The unemployment rate in San Diego County was 3.9 percent in November 2006, up from 3.6 percent in October 2006, but below the year-ago estimate of 4.1 percent. This compares with an unadjusted unemployment rate of 4.5 percent for California and 4.3 percent for the nation during the same period. Between October 2006 and November 2006, non-farm wages and salary employment in San Diego County rose by 4,600 jobs to reach 1,311,400 jobs.

I. COST OF LIVING

San Diego's regional economic forecast for 2007 is positive, with performance expected to be similar to that of 2006. The local economy is projected to parallel the national economy: the Gross Region Product (GRP, the value of all goods and services produced in the region) will increase; unemployment, inflation, and interest rates will remain low; and new job creation will provide nearly 10,000 more jobs than were created in 2004 according to the revised figures from the 2000 Census.

The Center on Policy Initiatives (CPI) indicates that a single person without dependents would need to earn \$11.38 per hour to meet basic needs. A single parent with two school-age children would need to earn \$22.15 per hour, and in a two-parent household with two school-age children, each parent would need to earn \$12.27 per hour. These are increases from the \$13.77 per hour needed for the single parent and \$10.09 per hour needed for the two parent household in 2001. CPI defines basic needs as housing, utilities including phone, food, clothing and personal care, transportation, child care, and healthcare.

The 2006 report indicates an individual who earns the current minimum wage, would have to work 125 hours per week to be able to afford the 2006 Fair Market Rent for a two-bedroom apartment, which at the time of the report was \$1,175 per month.

J. HOUSING

San Diego is among the most expensive housing markets in the nation. According to the California Association of Realtors, the median price of a home in San Diego in 2006 was \$588,300. With the median price of a home in excess of a half of a million dollars, low-income populations in San Diego County have little chance of becoming homeowners.

Home prices in San Diego are predicted to continue to rise, but not at the dramatic rate experienced in 2004. Population growth continues to outpace housing unit growth in the region. The largest disparity can be seen in the Health and Human Services Agency's geographical area known as the Central region where the population grew by 4.9 percent between 2000 and 2005, while new homes grew by only half as much at 2.5 percent. The local affordability index is at about 12 percent, which means that only 12 percent of the County's residents can afford the median priced home.

Federally funded rental assistance programs for low-income families are administered by local public housing agencies within San Diego County. These agencies include various city housing authorities, commissions, and departments. These programs provide monthly rental assistance towards the rent of eligible participants and are funded by the federal Department of Housing and Urban Development (HUD). The amount of rental assistance is based on the family size and the income of the participants. The waiting lists for federally funded rental assistance programs are extremely long and families often wait years for housing assistance.

In addition to local government housing programs, community based organizations offer housing programs and own and operate privately funded low-income housing complexes.

Despite publicly funded housing assistance programs, and community-based funded programs and housing units, there are insufficient resources to meet the affordable housing needs of the low-income populations of San Diego County. The Census 2000 data and the community Action Partnership needs assessment support the conclusion that housing needs are a major concern in all parts of the county and are especially critical for low-income families and individuals, in particular senior citizens.

K. FOOD

Members of vulnerable population groups, particularly children and the elderly are at risk of adverse health outcomes from poor nutrition which can lead to life threatening health issues such as high blood pressure and diabetes. Access to food is an important health issue for the homeless and those struggling on low and/or fixed incomes. In San Diego County, the San Diego Food Bank distributes nearly 12 million pounds of food annually to needy persons and families, and provides food to more than 300 charities countywide. The San Diego Food Bank's Emergency Food Assistance Program provides food to more than 18,000 families every month and supplies community agency pantries who serve the general population including homeless families and individuals.

L. TRANSPORTATION & MOBILITY

Like most major metropolitan areas around the country, the San Diego region has seen a gradual decline in commuting by carpool and transit in favor of single drivers. Between 1990 and 2000, the percentage of residents who drove alone to work increased, while commuting by all other modes decreased or stayed the same. In part, this shift to solo commuting reflects the increase in two-worker households – which in turn, has increased the need for car trips – and the convenience and flexibility of the personal automobile. Throughout the 1980s, travel (as measured in vehicle miles traveled or VMT) grew about twice as fast as population, primarily because of growth in two-worker households and longer commute distances. During the 1990s, growth in vehicle miles traveled was 50 percent higher than population growth. The need for low-income families and individuals to have more than one job coupled with the high cost of gasoline affects the amount of dollars available for essential needs.

The current public transit service is provided by 9 scheduled bus operations, 12 demand-responsive systems, the Coaster express rail service, and the San Diego Trolley. The region's transit systems provide about 33 million miles of annual transit service, carrying over 70 million total annual passengers.

SELF-SUFFICIENCY RESOURCES FOR LOW-INCOME RESIDENTS (NON –CSBG)

A. CalWORKs

CalWORKs is a time limited, mandated statewide employment and training program that is administered in each county under a State approved plan. In San Diego County, the Health and Human Services Agency administers CalWORKs in each of the regions. In four of the regions, Welfare-to-Work (WtoW) employment services are being provided by the private sector (both for-profit and non-profit) and in two regions by County staff. Services include basic and remedial education, job search, on-the-job training and work experience. The CalWORKs program also provides supportive services to assist clients with other needs related to employment and program participation. Supportive services include payment for childcare, transportation costs, and authorized work related expenses. With limited exceptions, CalWORKs recipients must be engaged in employment-related activities at least 32 hours per week. In a two-parent household, the participating parent must complete 35 hours per week of WtoW activities. Participation includes employment hours and other approved WtoW activities designed to eliminate barriers to employment.

B. San Diego Workforce Partnership

San Diego Workforce Partnership provides no-fee employment related services to local businesses and job seekers through a network of countywide One Stop Career Centers. Businesses look to the Workforce Partnership for skilled employees, expertise in job training and supportive services. Job seekers, both adult and youth, look to the Workforce Partnership for referral to and placement in jobs, education, and training programs. The Family Self-Sufficiency service providers contracted by the Community Action Partnership of San Diego partner with the Workforce Partnership and utilize the Partnership as a primary resource for their customers.

C. Centralized Eligibility List

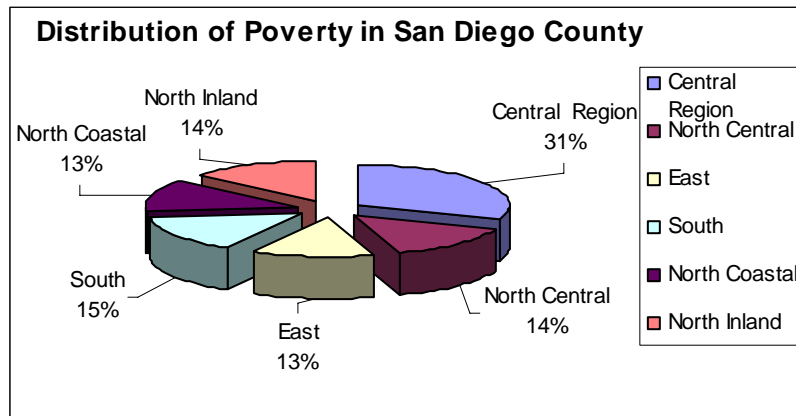
After housing, childcare continues to be the next highest expense for working parents. Parents entering the job market in low paying jobs must pay the high cost of childcare and still have enough to live on. For those in low paying jobs, it can actually be more economical not to work. Family Self-Sufficiency clients report that affordable quality childcare is often found in locations not easily accessible via public transportation, creating an additional hardship.

The County of San Diego is part of a consortium with more than a dozen agencies funding and maintaining a web-based Centralized Eligibility List (CEL), where parents can fill out an application to receive assistance to pay for child care. This service allows families to apply for subsidized childcare through an on-line service that maintains a waiting list. All agencies have access to the waiting list. Centralized child care information and referral can be accessed via the County of San Diego website at: <http://www2.sdcountry.ca.gov/hhsa/FacilityDetails.asp>

HEALTH AND HUMAN SERVICES AGENCY - SERVICE REGIONS

The majority of San Diego County's population resides in the City of San Diego. The boundaries of the City of San Diego encompass a large portion of the urban county. The Health and Human Services Agency is divided into six geographic service regions. The incidence of poverty for the County by Region is shown below in Figure 1. Also, Appendix A provides a graphical representation of the distribution of low income-families and resources in the San Diego County area.

Figure 1



Central Region

The Central Region is located within the City of San Diego, and comprises 48 neighborhood communities. Home to approximately 497,133 residents, the ethnic/racial makeup of the region is Hispanic, White, African-American, Asian/Hawaiian/Pacific Islander, Native American and Other. The Central Region is one of two regions in which County staff administers Welfare-to-Work services to families receiving CalWORKs public assistance. Additionally, CAP San Diego administratively resides in the Central Region.

The Central Region is one of the most densely populated and diverse regions in the county. The region has significantly higher rates of child abuse, domestic violence and crime. It also has some of the county's poorest communities.

Significant growth has been observed in the Mid-City and Northeast portions of the region, which have grown at rates well above the countywide averages. The region is experiencing a significant growth in the Hispanic population and slight growth in the Asian population. The region has the highest concentration of households with incomes below the poverty level. Central Region's population below the Federal Poverty Level accounts for 31% of the population below the Federal Poverty Level in the entire county.

The chart below (Figure 2) provides a comparison between Central Region and San Diego County by Household Size, Income, Household size, Education and Ethnic Background. Appendix A, Figure 2, provides a graphical representation of the distribution of low income-families in the Central Region.

Figure 2

Population and Housing Estimates (SANDAG, CURRENT ESTIMATES (2006))	Central Region	SD County
Population	497,133	3,051,280
Average Household Size	2.55	2.77
Median Income (not adjusted for inflation)	\$51,531	\$56,335
Education (HHs with a High School Diploma)	19.75%	48%
Ethnic Background		
Hispanic	19%	27%

White	41%	55%
Black	10%	5%
American Indian	.03%	1%
Asian/ Hawaiian/Pacific Islander	16%	9%
Other	.04%	3%

East Region

The East Region is home to approximately 456,161 people. The ethnic makeup of the East region is White, Hispanic, Asian, African-American and "Other". Native Americans are an important segment of East region's population as there are several reservations located in the rural areas of the region. The East region includes a mixture of urban and rural communities. Significant employers in this region include Indian gaming (casinos).

The chart below (Figure 3) provides a comparison between East Region and San Diego County by Household Size, Income, Household size, Education and Ethnic Background. Appendix A, Figure 3 provides a graphical representation of the distribution of low income-families and resources in the East Region.

Figure 3

Population and Housing Estimates (SANDAG, CURRENT ESTIMATES (2006))	East Region	SD County
Population	456,161	3,051,280
Average Household Size	2.46	2.77
Median Income (not adjusted for inflation)	\$50,250	\$56,335
Education (HHs with a High School Diploma)	26.9%	48%
Ethnic Background		
Hispanic	23%	27%
White	62%	55%
Black	5.6%	5%
American Indian	1%	1%
Asian/ Hawaiian/Pacific Islander	4%	9%
Other	1%	3%

North Central Region

Ethnic and cultural diversity is a primary strength of the North Central region. This ethnically and culturally diverse population speaks more than 50 languages and dialects. Three military installations are located here and many military personnel and their families live in this region. In families with children, 64% are single female parent families while only about 31% have both parents in the family.

In the first six months of this calendar year almost half the families served by the FSS program in the region reported incomes below 50% of the poverty level – making their financial situation severely limiting. In the North Central Region, the ethnic make up is White, Asian, Hispanic, African American, Native American, Native Hawaiian, Pacific Islander and some other race.

The chart below (Figure 4) provides a comparison between North Central region and San Diego County by Household Size, Income Household, Education and Ethnic Background. Appendix A, Figure 4, provides a graphical representation of the distribution of low income-families and resources in the North Central Region.

Figure 4.

Population and Housing Estimates (SANDAG, CURRENT ESTIMATES (2006))	North Central Region	SD County
Population	595,486	3,051,280
Average Household Size	2.56	2.77
Median Income (not adjusted for inflation)	62,123	\$56,335
Education (HHs with a High School Diploma)	14.82%	48%
Ethnic Background		
Hispanic	12%	27%
White	65%	55%
Black	3%	5%
American Indian	0.3%	1%
Asian/ Hawaiian/Pacific Islander	15%	9%
Other	0.3%	3%

North Coastal Region

The North Coastal Region consists of six cities and over a dozen communities that stretch geographically from Del Mar in the south to the Orange County border in the north and east to include Vista and Rancho Santa Fe. The US Marine Corps' largest installation, Camp Pendleton, is located in the North Coastal Region.

The chart below (Figure 5) provides a comparison between North Coastal region and San Diego County by Household Size, Income, Household size, Education and Ethnic Background. Appendix A, Figure 5 provides a graphical representation of the distribution of low income-families and resources in the North Coastal Region.

Figure 5

Population and Housing Estimates (SANDAG, CURRENT ESTIMATES (2006))	North Coastal Region	SD County
Population	497,461	3,051,280
Average Household Size	2.68	2.77
Median Income (not adjusted for inflation)	68,713	\$56,335
Education (HHs with a High School Diploma)	18.77%	48%
Ethnic Background		
Hispanic	23%	27%
White	67.5%	55%
Black	2.1%	5%
American Indian	0.3%	1%
Asian/ Hawaiian/Pacific Islander	4.2%	9%
Other	0.2%	3%

North Inland Region

The North Inland Region consists of four cities and communities that stretch from Fallbrook, San Marcos, and Rancho Peñasquitos in the west all the way to the Imperial County line in the east. Home to approximately 549,980 residents, the ethnic/racial makeup of the region is white, Hispanic, Asian, African-American, Native American and Other. The average household in the North Inland region is 2.68 and poverty stands at 14%.

The chart below (Figure 6) provides a comparison between North Inland region and San Diego County by Household Size, Income, Household, Education and Ethnic Background. Appendix A, Figure 6 provides a graphical representation of the distribution of low income-families and resources in the North Inland Region.

Figure 6.

Population and Housing Estimates (SANDAG, CURRENT ESTIMATES (2006))	North Central Region	SD County
Population	549,980	3,051,280
Average Household Size	2.68	2.77
Median Income (not adjusted for inflation)	68,713	\$56,335
Education (HHs with a High School Diploma)	18.86%	48%
Ethnic Background		
Hispanic	23%	27%
White	67.5%	55%
Black	2.1%	5%
American Indian	0.3%	1%
Asian/ Hawaiian/Pacific Islander	4.2%	9%
Other	0.2%	3%

South Region

The South Region of the County serves the residents of National City, Chula Vista, Imperial Beach and Coronado and the communities of Bonita, Lincoln Acres, Sunnyside, Nestor, Otay Mesa, Palm City and San Ysidro. The region is bordered by the Pacific Ocean to the west; Mexico to the south; the Otay Mountains to the east; and the City of San Diego to the north. The predominance of Hispanics in the South Region will continue to increase through 2020, when the estimated ethnic breakdown will be 58% Hispanic. The number one employment industry in the South Region is services, followed by retail trade and government.

The 2000 Census reported that the average household for San Diego County was 2.77, while the South Region was 3.02. The incidence of poverty in San Diego County is 11%, while in South Region the poverty level stands at 15%. The attached map reflects the number and percent of families living in poverty in the South Region as well as the resources available to these families and the distance (in miles) that they have to travel to reach these services.

The chart below (Figure 7) provides a comparison between South region and San Diego County by Household Size, Income, Household, Education and Ethnic Background. Appendix A, Figure 7 provides a graphical representation of the distribution of low income-families and resources in the South Region.

Figure 7

Population and Housing Estimates (SANDAG, Current Estimates (2006))	South Region	SD County
Population	455,059	3,051,280
Average Household Size	3.02	2.77
Median Income (not adjusted for inflation)	\$55,622	\$56,335
Education (HHs with a High School Diploma)	23.16%	48%
Ethnic Background		
Hispanic	49%	27%
White	31%	55%
Black	.06%	5%
American Indian	0.3%	1%
Asian/ Hawaiian/Pacific Islander	10%	9%
Other	0.2%	3%

SAN DIEGO – CAP LINKAGES WITH SERVICE NETWORKS

Currently the Community Action Partnership (CAP) contracts with community-based agencies to provide Family Self-Sufficiency services to low-income families. In Addition, CAP leverages resources through partnership efforts and Memorandums of Understanding with other community based agencies and organizations and County Departments and programs that provide services such as: Child Welfare Services' Community Services for Families (CSF) contracts, Earned Income Tax Credit (EITC), Homeless Services, Juvenile Diversion, Domestic Violence, after school programs, Child Safety programs, 2-1-1 (information and referral hotline), Aging and Independent Services, Public Health, etc. In addition, CAP interfaces with the County's CalWORKS, Medi-Cal and Food Stamps programs to provide wrap around services for families in need.

CAP has a Community Strategies (CSI) section whose primary function is to develop and enhance working relationships countywide. CSI works closely with both internal and external partners as well as a variety of community collaborative groups. CAP utilizes the collaborative networks to gather input and to disseminate information to community groups and residents advocating for services in their own communities.

2. NEEDS ASSESSMENT

METHODOLOGY

San Diego Community Action Partnership (CAP) Needs Assessment analysis included data from a variety of sources such community needs assessment survey, State and local census data, crime reports, public hearings, homelessness rates, health insurance coverage, labor market reports, previous needs assessment surveys, economic conditions and job growth and skills. This comprehensive approach ensured that the needs assessment process more accurately reflects the current priorities of the low-income populations in the San Diego service area, and augments the Public Hearing input. The results of the needs assessment prioritizes and supports the services and activities identified in this Plan. The services are aligned with the National Performance Indicators.

CAP's needs assessment survey was developed in consultation with local government, faith and community based leaders and provider agency staff committed to eliminating poverty. The needs assessments were distributed at the public hearings, posted on the internet, and distributed to clients of over 50 social service agencies throughout San Diego County. CAP reviews the needs assessment yearly to ensure that the current service delivery system continues to meet the priorities identified by the public, stakeholders and our customers.

PUBLIC HEARINGS SUMMARY

The Community Action Partnership conducted a series of Public Hearings between October 2006 and January 2007 to assess community priorities and needs within the context of the National Performance Indicators (NPIs) and CAP initiatives. In collaboration with San Diego State University's Institute for Public Health, CAP developed a survey tool that was designed to determine the priority areas of service need to the community.

SURVEY RESULTS

The results of the surveys culminated in the following priority service categories:

- Employment Support Services
- Earned Income Tax Credit (EITC)
- Family and Youth Services (including School Based Self-Sufficiency Services)
- Emergency Assistance

The surveys were administered to community stakeholders, members of the community and service clients. Stakeholders included representatives from community based and public agencies. Client surveys were provided in English and Spanish. The results of the surveys are reported below.

Community Stakeholders Survey Results

One hundred and seven community stakeholders from at least fifty agencies completed the surveys. The participating agencies covered twenty-seven zip codes throughout the County of San Diego. For a list of participating agencies and zip codes please refer to Appendix B.

1) Earned Income Tax Credit

The majority of respondents (61%) indicated that they would like to learn more about EITC. Fifty-nine percent reported that their agencies did not offer free tax preparation and 39% percent indicated that they were interested in becoming a free tax preparation site.

2) Financial Education Services

55% percent of respondents indicated that their agencies provided financial education (Figure 1 below), 53% indicated that their agencies would be interested in providing financial education (Figure 2 below) and 60% reported that their clients received already received information about financial education (Figure 3). Appendix C has a detailed list of the places where clients receive information about financial education activities.

Figure 1.

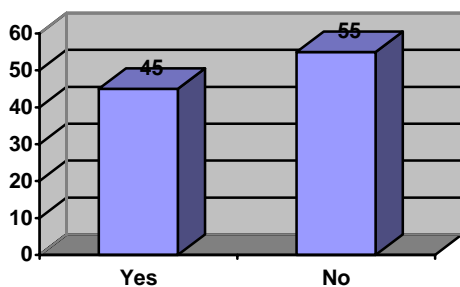


Figure 2.

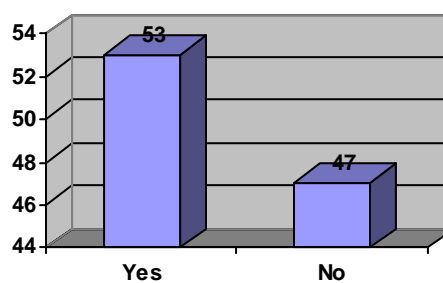
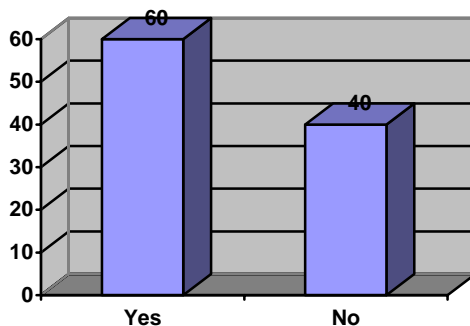


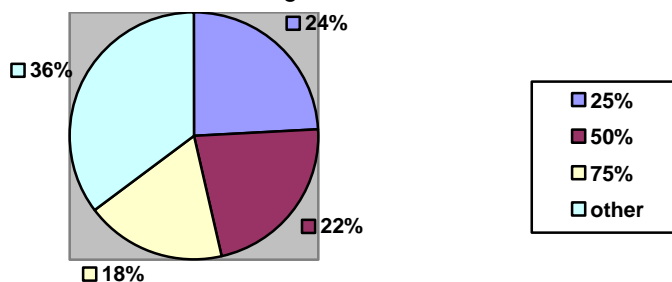
Figure 3.



3) Emergency Assistance

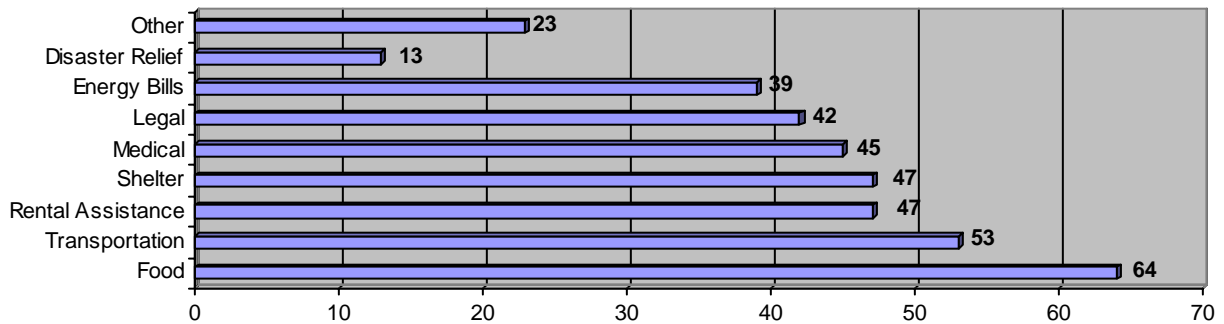
Of those surveyed, 46% indicated that more than half of their clients used emergency assistance services in the form of emergency food, transportation, rental assistance vouchers and disaster relief.

Figure 4.



When asked what type of emergency assistance service their clients have used the results were as follows (Figure 5):

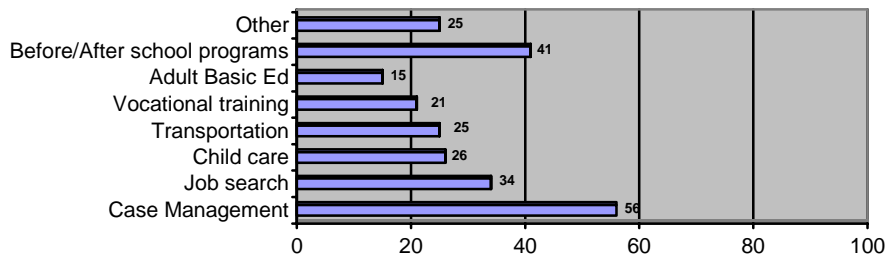
Figure 5.



4) Employment Support Services

Of the participating agencies that responded, they indicated that their agencies provided case management, assistance in enrolling children in before/after school programs, assistance with job search, child care, transportation, vocational training and adult basic education or GED. Figure 6, below shows the types of services provided by the responding agencies. Appendix C, Figures B and C, provide responses to other services provided and what services should be offered that were not listed on the survey tool.

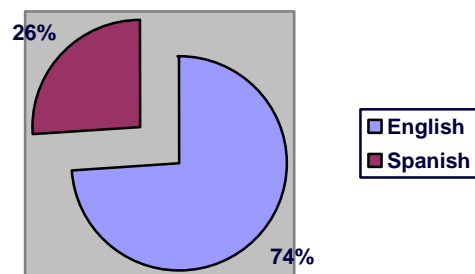
Figure 6.



Community Stakeholders Survey Results

One hundred and three (103) customers completed the customer survey. 74% of the surveys were completed in English and 26% in Spanish (Figure 7). Refer to Appendix D, Figures D and E for a complete list of participating agencies and zip codes where respondents reside.

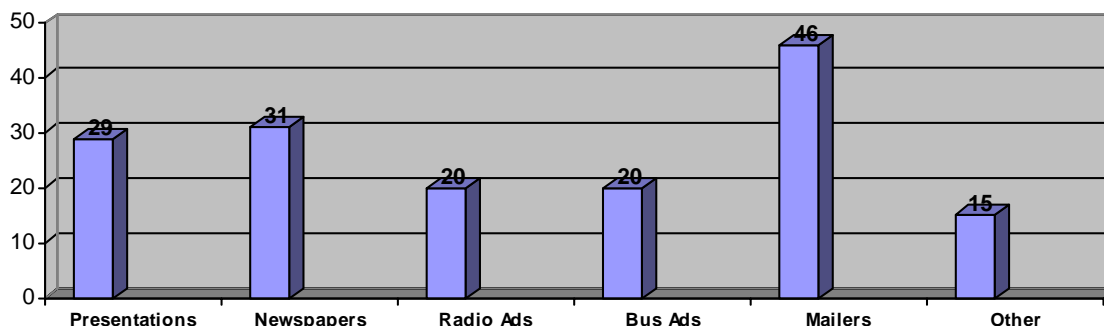
Figure 7.



1) Earned Income Tax Credit (EITC)

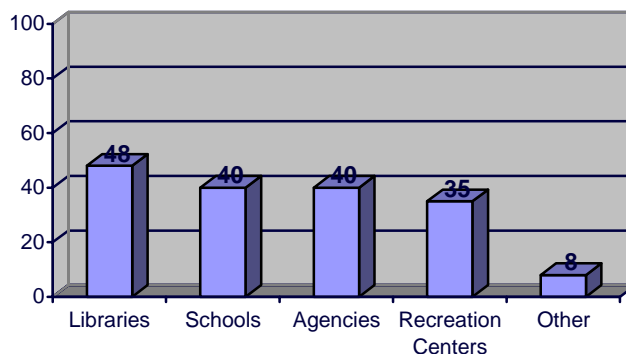
When asked if their family had claimed EITC in the past tax year, 41% of respondents indicated that they had claimed EITC in the past year. In addition, when asked for the best way to receive EITC and Tax Preparation information, 44% of respondents indicated that mailers were the best way, while 30% preferred ads in the community as well as community presentations, bus ads, radio ads, local TV and e-mail. Survey participants responded to "other" ways to receive information regarding EITC and free tax preparation. See Figure 8 below.

Figure 8.



Participants were also asked for the best location for free tax preparation sites. Responses were as followed in Figure 9, below.

Figure 9.



2) Financial Education

Of those responding, 31% indicated that they had participated in financial education programs while 86% would like to learn more. The majority indicated that the best ways for them to learn about financial education programs was through classes and pamphlets.

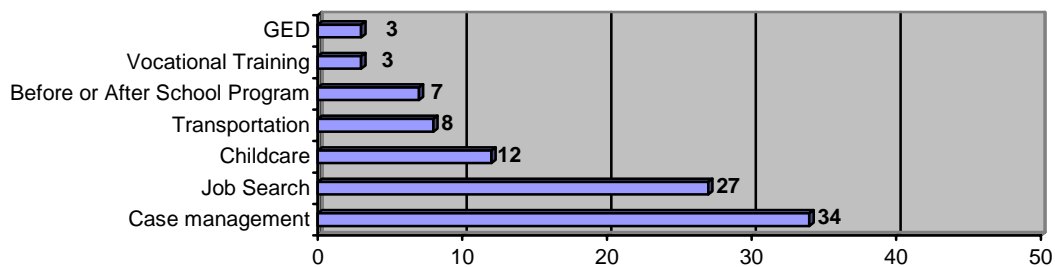
3) Emergency Assistance

When asked if they had used emergency assistance in the last year, 39% indicated they had required assistance with Food, transportation and temporary shelter.

4) Employment Services

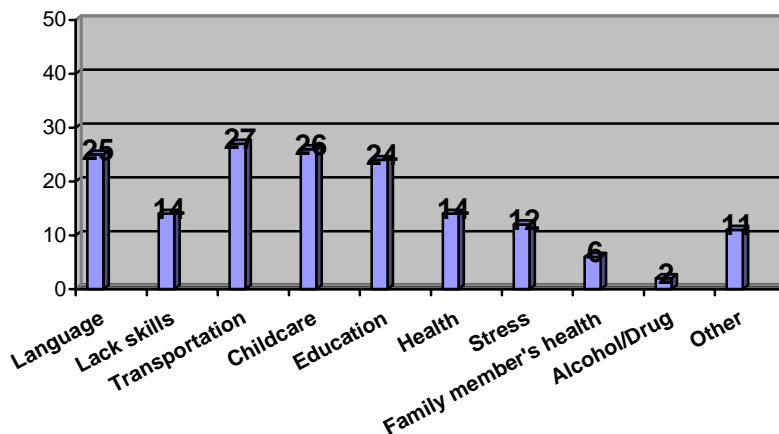
When asked if they had used employment services in the past year, 37% of respondents indicated that they had received employment services through case management services while 28% indicated that had used job search. The table below (Figure 10) shows other employment services used by survey participants and the percent of responses.

Figure 10.



Respondents were given a list of problems that might affect their ability to keep a job or get a better job. Their responses are shown in the Figure 11, below.

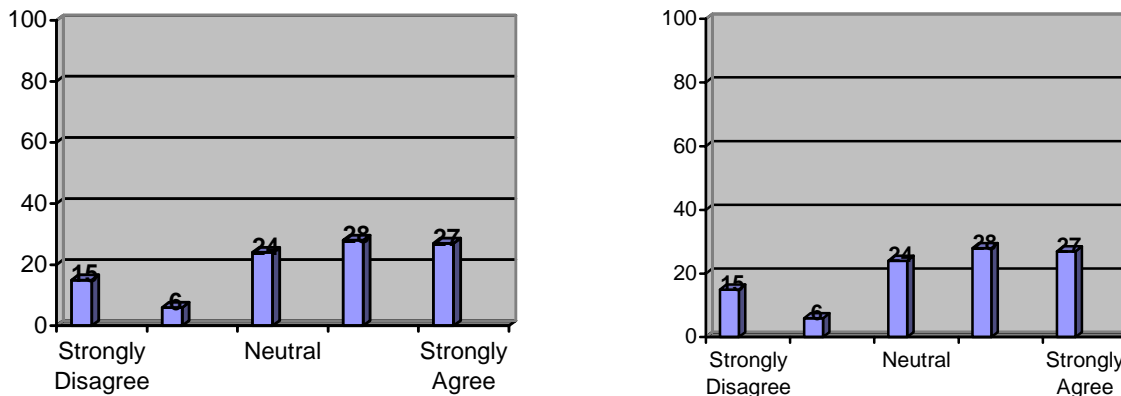
Figure 11.



When respondents were asked to agree/disagree if they were aware of services and if they knew where to go for services, their responses were as follows in figures 12 and 13 below.

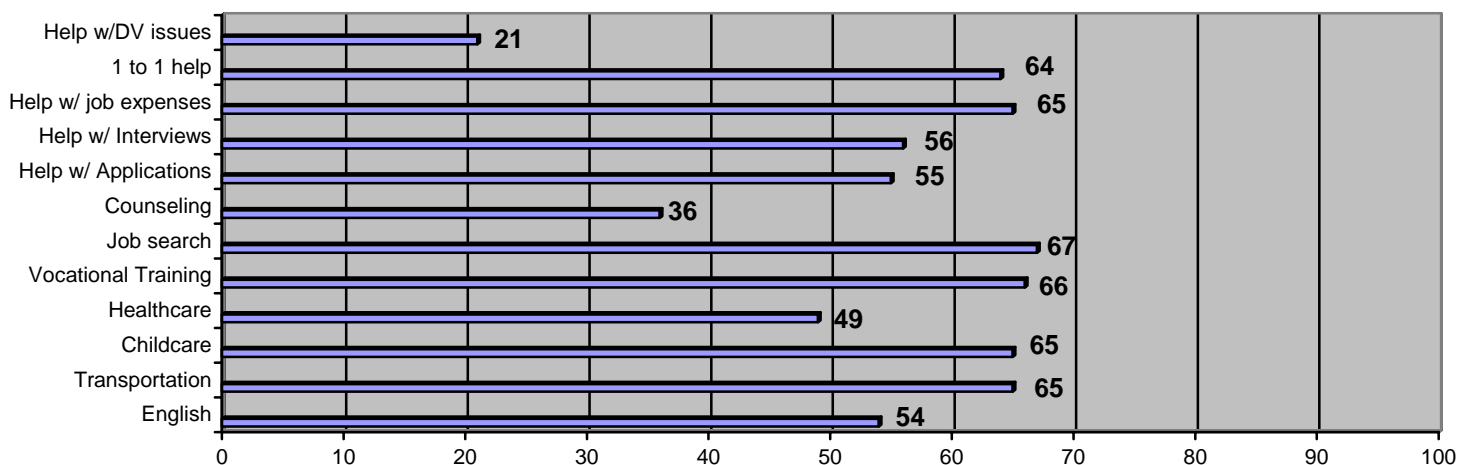
Figure 12. (Aware of services)

Figure 13. (know where to go)



When respondents were asked to agree or disagree on what would help them find or keep a job, the following responses (Figure 14) were received.

Figure 14.

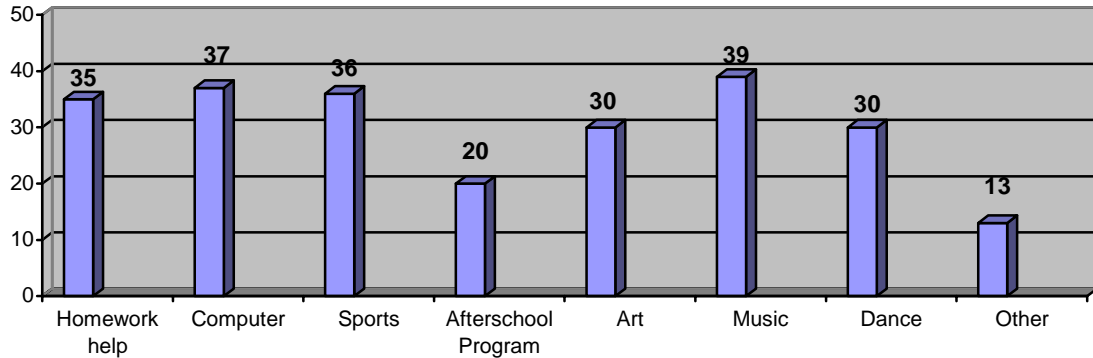


5) Services for Youth

When asked what kinds of activities their children were involved in after school, 36% of respondents indicated that their children were involved in sports and computer use after school, while twenty-seven percent reported other type of activities. A detailed list of "other" reported activities is in Appendix D, Figure F.

In response to the question about what kinds of activities their children would like to get involved in, respondents indicated that their children would like to be involved in music, homework help, dance, art, after-school programs and other activities such as cooking classes, goal oriented guidance, karate, swimming and theater. Refer to Figure 15, below for the number of responses received.

Figure 15.



OTHER DATA AND SERVICES FOR LOW-INCOME FAMILIES

The current poverty rate in San Diego County is 11%. In addition, Deborah Reed, author of "Poverty in California: Moving Beyond the Federal Measure", indicates that San Diego County's adjusted poverty rate is 17%. Utilizing this perspective provides the Community Action Partnership and other social service providers a more realistic indication of how many San Diegans are poor, who they are, and where they live.

There are a high number of poor children in San Diego as there are in the rest of California. A recent study cited by The Sacramento Bee highlighted the status of California's children as compared to children elsewhere in the nation. The chances of a child becoming a financially successful adult are better in 30 other states than in California. The thrust of the study is that children in California are not receiving the necessary education to become self-sufficient. San Diego CAP helps address this issue with innovative programs like the School-Based Self-Sufficiency services offered at O'Farrell Middle School (See NPI 6.3, page 4).

Through direct services from the Health and Human Services Agency and local faith and community based organizations, both public and private, low income residents are able to access free social services such as social security, Medicare/Medi-Cal, food and nutrition programs, legal assistance, mental health, child care, homeless services, health services, self-sufficiency services, domestic violence assistance, intergenerational services, free tax preparation, subsidized housing, etc. These services include the following activities:

- a. The Health and Human Services Agency offers disabled and indigent individuals assistance with completing applications for Social Security Income (SSI). This SSI Advocacy program also assists applicants with obtaining necessary medical and other supporting information. Another example is CAP's EITC program where customers receive free tax preparation and assistance in claiming the Earned Income Tax Credit (See NPI 1.3, Page 4 for more information).
- b. The Family Self-Sufficiency program provides clients with service agreements that delineate client responsibilities and program requirements. Additionally, Family Self-Sufficiency case managers orient clients regarding rights and responsibilities to public assistance programs.
- c. CalWORKs supportive services provide families with bus passes for parents and their children. Bus tokens are made available by community based organizations to clients participating in their programs. The Family Self-Sufficiency program provides customers with employment supports which includes bus passes.

- d. Community based organizations provide an array of outreach activities. Also, CAP funds 2-1-1 San Diego an information and referral service that provides resource information through a call center and through the internet. Additionally, the Health and Human Services Agency has a Public Assistance Unit that provides San Diego residents with eligibility and community resource information.

While 2-1-1 San Diego indicates that there are more than 2000 social service agencies providing more than 3500 social service programs in San Diego County, the reality is that more families with children and individuals are living in poverty today. Additionally, even while unemployment rates are comparatively low, the average wage in San Diego County places families below the poverty level.

The Community Action Partnership establishes its priorities through the integration of the Health and Human Services Agency initiatives and the priorities established by the community to assist low-income families and individuals to acquire skills and knowledge, increase income, and promote asset building to achieve self-sufficiency.